OLRS Communication

What?   Insight and OHC dual log on

Who?   OLRS professional users

Why?   Security enhancement

When?   Distributed 11/4/10

Message: The 2010 Fall Enhancement which was implemented on 10/30/10 included security enhancement which was not communicated to the NEOGOV community. When a recruiter is logged into Insight and then wants to log into OHC (online hiring center), they will now receive an error message stating they need to select to either log out of Insight to proceed with logging in OHC or return to Insight without logging into OHC. This error message also occurs when they are logged into OHC and attempt to log into Insight without logging out of OHC.

NEOGOV posted the following message in the Community Center to address questions regarding this enhancement from their customers:

> *This change was put in place to ensure data integrity. Basically, some variables in OHC and Insight are similar and if you are logged into both sites, at the same time, the system may have trouble determining which user (OHC or Insight) to attribute the action to. This is very common in web-based software (Google just rolled out the same security feature where you can't log in to two different Gmail accounts in the same browser) and the best way to handle it is to disallow logging into the two systems from the same browser. That being said, you can be logged into Insight and OHC at the same time using two different browsers. When I test I have OHC open in Firefox and Insight open in Internet Explorer and it works perfectly.*

> *We understand this may be inconvenient to some of you and we struggled with having to implement this feature. SaaS/Web-based software provides a unique set of challenges that sometimes requires implementing a less than desirable solution to ensure the user experience is error free. Our number one goal is to ensure your data is secure and correct and that is what drove us to make this change.*

Additional Information and Comments: If you are able to have two internet browsers, you can log into Insight with on browser and OHC with the other browser. This should allow you to log into both sites without receiving the error message. However, you need to check with your agency IT.

Questions? Contact:
DOP Service Center: (360) 664-6400
Email Contact: servicecenter@dop.wa.gov

Want to review past communications? Visit OLRS Notices on DOP's website.

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